

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Superior Joining Technologies Inc

Illinois Manufacturing Extension Center

Superior Joining Technologies, Inc. Improves Quality Management System

Client Profile:

Superior Joining Technologies, Inc. is a manufacturer of precision Tig (gas tungsten arc welding) and laser welding, brazing, tool, die, and mold repair for the aerospace industry. The woman-owned company employs 9 people at its facility in Machesney Park, Illinois.

Situation:

Product sales had been good for Superior Joining Technologies, but the company was not sure how the recent downturn in the economy would affect its operation. In an effort to maintain high operating standards, Superior Joining Technologies set out to review its AS9100:2004 quality management system and contacted the Illinois Manufacturing Extension Center (IMEC), a NIST MEP network affiliate, for help.

Solution:

IMEC consultants helped Superior Joining Technologies implement and attain a better understanding of the requirements of the AS9100:2004 standard and how to continuously improve their Quality Management System. The project deliverables included: 1) overview training for ISO 9001 Standard and compliance process; 2) development of quality policy and measurable objectives; 3) development of a quality manual, procedures and work instructions; 4) development of process maps to show interaction of processes and support documented procedures and work instructions; 5) internal auditor training; 6) implementation of a management review and corrective/preventive action process; and 7) assistance with any corrective action follow-up resulting from certification audit. The resulting AS9100 audit passed with no findings. In addition, IMEC helped Superior Joining Technology develop and implement an annual calendar of monthly goals and objectives, enabling the company to fine tune its quality control system.

Results:

Projected:

- * Labor costs reduced \$40,000.
- * Operating costs reduced \$20,000.
- * Expected annual sales of \$800,000.

Testimonial:

"We were very pleased with IMEC and its consultants who worked with us. Their people and the training they provided have been extremely beneficial to our company and its personnel."

Teresa Beach-Shelow, President

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